

 NORFOLK Department of Police	Operational General Order - 415: Incident Based Reporting		
	Office of Preparation: Strategic Management Division (adr)		
	CALEA:	82.2.1.2,.3,.5	
LEGAL REVIEW DATE:	6/1/17	PRESCRIBED DATE:	6/13/17
City Attorney:	[Signature]	City Manager/Director of Public Safety:	Douglas Smith
APPROVED BY THE AUTHORITY OF THE CHIEF OF POLICE:		[Signature]	

Purpose:

The purpose of this order is to provide instructions for the preparation, selecting status, and quality control of incident reports.

Policy:

The Norfolk Department of Police will respond and report the illegal activities that have occurred within the city limits. Officers will assist the citizens and visitors by taking a report from those that may have had a crime committed against them.

Supersedes:

1. S.O. 15-002, dated November 24, 2015
2. G.O. OPR-415, dated January 19, 2011
2. Any previously issued directive conflicting with this order

Order Contents:

- I. Incident Report Manual
- II. Incident Reports
- III. Felony Crime Reports
- IV. Officers Calling in Reports
- V. False Reports
- VI. Quality Control of Incident Reports

I. Incident Reporting Manual

- A. All incident reports will be completed as prescribed in the Incident Reporting Manual, PD 18M, unless otherwise stated in this order.
- B. The Property and Evidence Unit is responsible for issuing Incident Report Manuals.

II. Incident Reports (CALEA 82.2.1.d)

- A. Incident Reports, PD-18, are utilized for collecting information from complainants/victims regarding specified criminal incidents for the purpose of documenting events, initiating investigations, analyzing crime patterns and trends, and tabulating crime statistics for uniform reports. (CALEA 82.2.1.b)
- B. Officers directly encountering complainants in the field or in police facilities will prepare incident reports except as specified in Section II. H of this order. Directly encountered complainants will not be referred to the Word Process Center.
- C. Complainants telephoning reports to police facilities, which do not require dispatching a police unit to the scene will be referred to the Word Process Center at 664-7038. (CALEA 82.2.5)
- D. An incident report will be completed when: (CALEA 82.2.1.a, 82.2.2)
 - 1. A complaint is received regarding crime or other incident listed in Group A of the IBR Incident Codes in the Incident Report Manual.
 - 2. An arrest for one of the listed incidents in Group A has been made for an incident not previously reported.
 - 3. Jurisdiction of the offense cannot be determined during preliminary investigation. If it is later found to have occurred outside of the city, the report will be deleted.
- E. Personnel completing an incident report will generate a twelve-digit incident report number in the following manner: (CALEA 82.2.3)
 - 1. The year (last two numbers)
 - 2. The month (two digits)
 - 3. The day (two digits) (Shift date not calendar date)
 - 4. The reporting person's control number (four digits)
 - 5. A two-digit number, beginning with 01, representing a continuing count of incident reports taken by the reporting employee during his/her shift and starting anew with 01 with each subsequent shift worked by the employee.

YEAR	MONTH	DAY	CONTROL NUMBER	SEQUENCE NUMBER
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99 01 20 XXXX 01

- F. The incident number will be placed at the top of each page of the incident report.
- G. Personnel completing incident reports will use the IBR Incident Report Codes list to classify the incident. Multiple crimes stemming from one incident or event will be listed on the incident supplement form using the same incident number and additional information will be placed on the appropriate supplemental sheet.
- H. An incident report will **not** be prepared for the following:
 - 1. Misdemeanor worthless checks
 - 2. Missing adult if the person is located prior to submitting the report
 - 3. Capias when:
 - a. A case file has been established
 - b. Parole/Probation violations
 - 4. Out of city and state warrants

III. Felony Crime Reports

- A. Officers arriving on scene of any serious felony, including but not limited to those listed below, **will** contact the appropriate investigative section and inform an investigator of the incident:
 - 1. Homicide
 - 2. Malicious Wounding
 - 3. Robbery
 - 4. Rape
 - 5. Hit and Run with personal injury
 - 6. Any felony when the suspect is in custody
- B. All felony reports require a follow-up investigation by an investigator.

IV. Officers Calling in Reports

- A. Officers **will** immediately report the following offenses by telephone, facsimile, or hand delivery to the Word Process Center when an investigator does not respond to the scene or does not assume responsibility for the completion of the report:
 - 1. Abduction
 - 2. Auto theft
 - 3. Missing, runaway, or lost child, unless the child is located
- B. Officers completing an incident based report that contains stolen property with a personal identification number (PIN) and/or serial number shall contact Word Process and provide the IBR number to the clerk for the information to be entered into NCIC/VCIN.
- C. When calling in incident reports, officers will call 664-7070. This telephone number is for police use only and is not to be given to the public. When officers fax incident reports to the word process center, they will use 664-7088 and they will call the word process center to confirm their receipt of the report.
 - 1. The reporting officer will note the time and date that the report was either called in or faxed and the clerk's name in the "Not for Public Release" section of the narrative page.
 - 2. If the Records Management System is down, the officer will make note of that in the "Not for Public Release" section of the narrative page.

V. False Reports

If an officer has reason to believe a complainant is making a false report, the officer will first advise the complainant of the suspected violation. If the complainant insists on making the report, the officer will take the report and have the complainant sign the Statement of Cooperation section of the incident form. The officer will then contact an investigator from the appropriate section to handle the case. If an investigator is not available to respond the officer will:

- A. Make the arrest if the officer has probable cause and/or
- B. Use the Not for Public Release section of the narrative page to list the details and reasons the report may be false.

VI. Quality Control of Incident Reports (CALEA 82.2.1.e)

- A. Officers will turn in all incident reports prior to the end of their tour of duty.

- B. All incident reports completed by officers will be reviewed for necessary corrections and signed by a supervisor prior to submission to their command. **The supervisor signing the report will assure the report complies with the guidelines of this directive.**
- C. The individual commands will utilize Incident Report Check Off Sheet, PD 718, to log incident reports and ensure that incident reports are hand carried to the Central Records Division, Word Process Center within a twenty-four (24) hour period.
- D. Central Records personnel will compare the number of incident reports submitted to the number of reports listed on the PD 718 for accuracy and will sign their name, date, and time of review. The PD 718 will then be reproduced and the copy returned to the submitting command. The original PD 718 will be filed in the Central Records Division for 120 days after which time it may be purged.
- E. Field Operations and Investigative Services lieutenants will periodically review reports to ensure adequate supervisory reviews are being accomplished.
- F. Incomplete or incorrect incident reports
 - 1. Incomplete or incorrect incident reports received by the Central Records Division will be entered into the incident reporting system. The automated report will be flagged by attaching a Quality Control Form, PD 751, indicating the error and the type of corrective action needed.
 - 2. A copy of the handwritten report and PD 751 will be returned to the command of the originating officer, and the Commanding Officer will ensure the report is corrected and resubmitted to the Central Records Division.
 - 3. Upon submission of the corrected report, an updated report will be generated, flagged, and disseminated to the appropriate command with the PD 751 attached indicating the corrections made.
 - 4. The Central Records Division Quality Control Officer will maintain a log of all reports needing correction and note the corrective action taken. The updated report and PD 751 will be attached to the initial automated report and filed.

Related Documents: Incident Report Manual

Attachments:

- 1. PD-718 Norfolk Police Department Report Tracking Sheet
- 2. PD-751 Norfolk Police Department Quality Control Form

PD 718

Norfolk Police Department
REPORT TRACKING SHEET



Division: _____

☐ Police Crash Report ☐ Incident Report (IBR)

Date: _____ Relief: _____

Officer Checking Paperwork: _____

NOTE: This form is to be used for tracking either Police Crash Reports OR Incident Reports (IBRs), but not both.

REPORT NUMBER	LOCATION	DATE	TIME	*** for IBRs only ***		
				TYPE OF OFFENSE	COMPLAINANT	CALLED IN
1						<input type="checkbox"/> YES <input type="checkbox"/> NO
2						<input type="checkbox"/> YES <input type="checkbox"/> NO
3						<input type="checkbox"/> YES <input type="checkbox"/> NO
4						<input type="checkbox"/> YES <input type="checkbox"/> NO
5						<input type="checkbox"/> YES <input type="checkbox"/> NO
6						<input type="checkbox"/> YES <input type="checkbox"/> NO
7						<input type="checkbox"/> YES <input type="checkbox"/> NO
8						<input type="checkbox"/> YES <input type="checkbox"/> NO
9						<input type="checkbox"/> YES <input type="checkbox"/> NO
10						<input type="checkbox"/> YES <input type="checkbox"/> NO
11						<input type="checkbox"/> YES <input type="checkbox"/> NO
12						<input type="checkbox"/> YES <input type="checkbox"/> NO
13						<input type="checkbox"/> YES <input type="checkbox"/> NO
14						<input type="checkbox"/> YES <input type="checkbox"/> NO
15						<input type="checkbox"/> YES <input type="checkbox"/> NO
16						<input type="checkbox"/> YES <input type="checkbox"/> NO
17						<input type="checkbox"/> YES <input type="checkbox"/> NO
18						<input type="checkbox"/> YES <input type="checkbox"/> NO
19						<input type="checkbox"/> YES <input type="checkbox"/> NO
20						<input type="checkbox"/> YES <input type="checkbox"/> NO

Central Records Division Personnel / Received By: _____

Date: _____ Time: _____

PD 751

NORFOLK POLICE DEPARTMENT
QUALITY CONTROL FORM



Date: _____

To: ☐ First Patrol Division ☐ Detective Division ☐ Traffic Unit
☐ Second Patrol Division ☐ Vice & Narcotics Division ☐ K-9 Unit
☐ Third Patrol Division ☐ Homeland Security Division ☐ _____

In reference to: ☐ Incident Report (IBR) ☐ Report Number _____
☐ Police Crash Report ☐ Other _____

Which has: ☐ Error Noted ☐ Regenerated Report/Attach to Old Report
☐ Uncompleted Report Noted ☐ Other _____

Remarks:

Please review and update corrections and/or omissions. Return this form with updated report as soon as possible.

Commanding Officer

Date: _____

To: _____

In Reference to the above: ☐ Correction Made ☐ Incomplete Report Updated

Remarks:

Commanding Officer